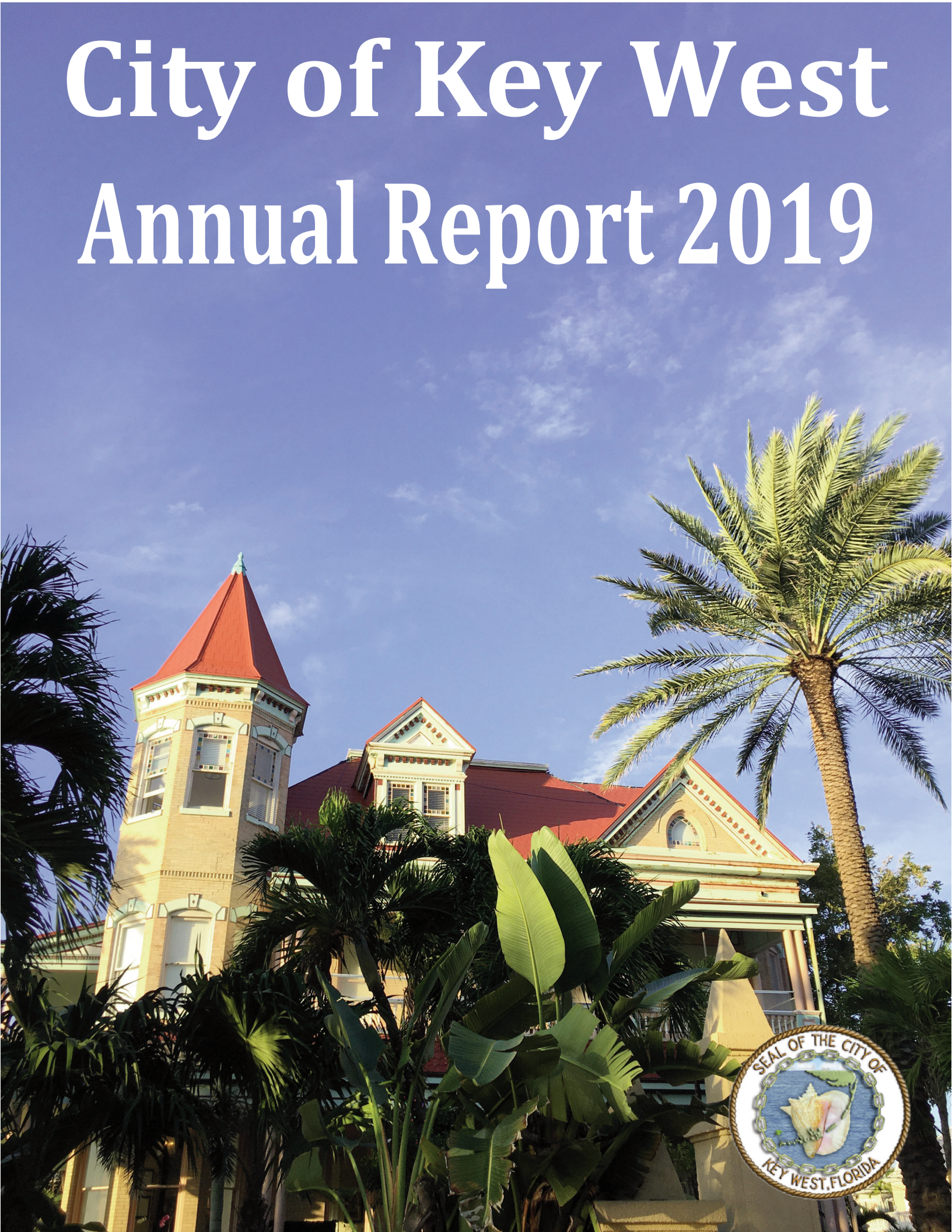
City of Key West Annual Report 2019



City Manager's Office

Greg Veliz, City Manager

Patti McLauchlin, Assistant City Manager

I am pleased to introduce the first annual report under my tenure as City Manager. I took the reigns in September, and so this update of the City's accomplishments is a testament to retired City Manager Jim's Scholl's leadership as well. Under his tutelage in my role as assistant City Manager, I learned that honesty, transparency and fairness are vital to an effective administration. As Mr. Scholl often said, it is up to me to ensure that we fulfill our responsibility for protecting the public's welfare and continue our obligation of fiscal responsibility.

This past year saw some important landmarks that will continue to improve the lives of our residents and the experience of our visitors. The Truman Waterfront Park continued into the final phase of construction and the amphitheater has hosted nationally renowned acts as well as provided a venue for our schools and kids' programs. The popular Duval Loop expanded its route to better serve the community, transporting over 400,000 riders this year.



A public referedum made it possible for the City to purchase the old Key West Citizen building on Northside Drive, and this purchase will provide tremendous cost savings as we transition out of the outdated public works facility on Palm Avenue.

The City Commission has engaged our community in a number of initiatives to improve our city, effectively implemented by our city staff. From the pilot project of Mall on Duval to the community repainting of street signs, a new era of beautification is under way.

We are proud of the number of challenging projects that we have accomplished this past year as we strive to become a more responsive City Hall.

- Greg Veliz, City Manager

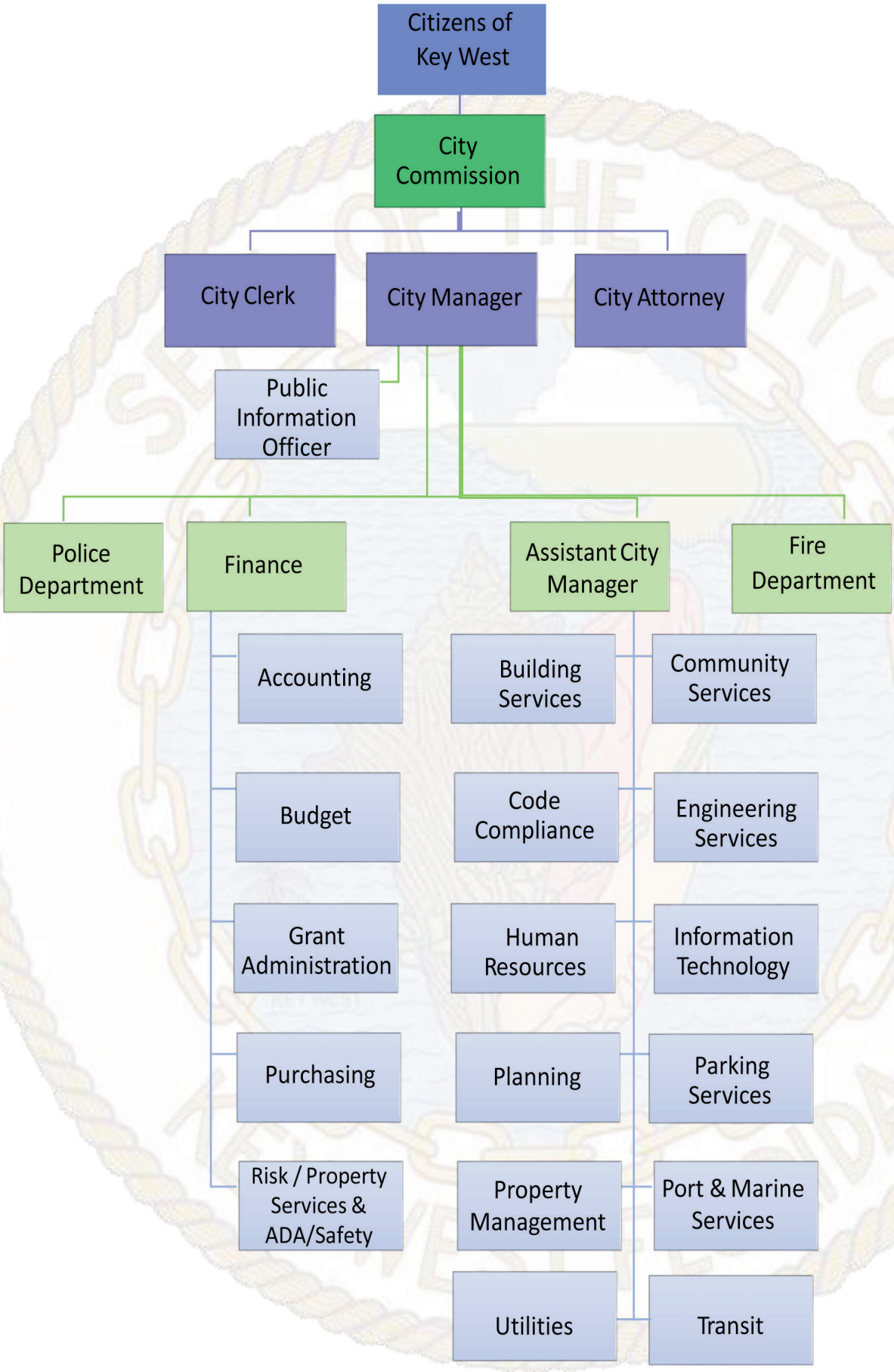
After ten years of service, City Manager Jim Scholl retired at the end of September. The City Commission named Greg Veliz as his successor and Mr. Veliz named Patti McLauchlin as Assistant City Manager.

Veliz was born and raised in Key West and came to work with the City in 2005 and was named assistant city manager in 2014.

McLauchlin has worked with the City for more than 30 years and served as IT director since 2002.

The City Manager's Office consists of City Manager Greg Veliz and Assistant City Manager Patti McLauchlin. Portia Navarro and Maria Ratcliff are executive administrators. Alyson Crean serves as the Communications Manager for the City of Key West.

City Organizational Chart



City Commission



District 5 Commissioner Mary Lou Hoover, District 4 Commissioner Gregory Davila, District 1 Commissioner Jimmy Weekley, Mayor Teri Johnston, District 6 Commissioner Clayton Lopez, District 3 Commissioner Billy Wardlow. District 2 Commissioner Sam Kaufman,

Key West is divided into six voting districts, represented by six city commissioners who are up for election every four years. The 7th City Commission seat is occupied by the mayor, who is elected every two years. The six district commissioners are chosen by voters within their district. The mayor is elected by the citywide electorate.

Teri Johnston, Mayor
tjohnston@cityofkeywest-fl.gov

District 1: Jimmy Weekley
jweekley@cityofkeywest-fl.gov

District 2: Sam Kaufman
skaufman@cityofkeywest-fl.gov

District 3: Billy Wardlow
bwardlow@cityofkeywest-fl.gov

District 4: Gregory Davila
gdavila@cityofkeywest-fl.gov

District 5: Mary Lou Hoover
mhoover@cityofkeywest-fl.gov

District 6: Clayton Lopez
clopez@cityofkeywest-fl.gov

Building Department



Terrence Justice, Director

Mission

The Key West Building Department's primary mission is to safeguard the public, promote the health, safety and welfare of our City through enforcement of the Florida Building Code and Key West Code of Ordinances. We believe the residents and the construction professionals of our city are entitled to professional, efficient and accurate service from our staff in the areas of construction, renovation and demolition, and planning of any and all property within the city.

We are committed to provide such assistance to residents and our fellow professionals in a courteous and timely manner. Therefore, the mission statement of the Building Department shall be to provide knowledge and service regarding local, state and federal building codes and standards in a manner which supports our commitment to the safety of our residents and to the integrity of the department. We willingly participate in a program of continuing education and testing in order to keep our staff informed on the latest techniques and requirements within the building trades industry as well as customer service and technology.

Department Overview

The City of Key West Building Department is comprised of four divisions: front office permit technicians; plan reviewers; inspectors; and licensing. Permit technicians receive applications, track progress, issue building permits and certificates of occupancy, and advise customers of requirements. Plan reviewers check all applications for accuracy and compliance with all applicable codes. Inspectors conduct inspections of all types including building, accessibility, electrical, mechanical, plumbing, and roofing, and they investigate complaints of unsafe structures. Licensing issues all business tax receipts and regulatory permits and will advises business owners of requirements set forth by local and state codes.

Accomplishments

- Reduced expired permits from over 22,000 as of January 2019 to approximately 14,000 as of January 2, 2020, a 36% reduction.
- Created new email notification processes by which all listed contacts (i.e., contractors, owners) are notified by email when a permit expiration is imminent (within 40 days). This went into effect 12/2/2019 will be performed monthly on an ongoing basis.
- Established Walk-through Wednesday expedited permit processing for certain basic permit types.
- Performed 8,425 inspections and issued 4,710 permits.
- Average building permit review turn-around time for 2019 was 14.2 calendar days.

- Collected $3.087 million in permit fees and $253,000 in impact fees.
- Conducted three Contractors Examining Board meetings during which eight cases were presented for various violations of Building Code and/or State of Florida contracting law.
- Building department personnel obtained new licensure from the Florida Dept. of Business and Professional Regulation (DBPR) as follows:
  - Code Administrator (2)
  - Commercial Building Inspector (1) and Commercial Plans Examiner (1)
  - One- and two-Family Residential Inspector (1)
  - Electrical Building Inspector (1) and Electrical Plans Examiner (1)

Floodplain Management:

- New Flood Maps
  - Extrapolated minimal flood data to project major flood level increases and alerted City Commission.
  - Coordinated with Fair Insurance for Monroe (FIRM) to create countywide Flood Map Task Force to analyze/contest proposed new FEMA flood maps and educate the public.
  - Created new geospatial version of proposed new flood maps showing direct impact of new flood levels upon each building citywide made available to general public via City's web site.
  - Mailed flier to property owners with property specific new flood level data and info on policy grandfathering, timeline, elevation certificates and appeals.
  - Digitalized old 1980-90s difficult-to-decipher flood maps for property owners to demonstrate ompliance with flood level requirements in-place at time of construction.
- Community Rating System (CRS)
  - Successfully recertified community's Class 7 (15%) discount rating.
  - Submitted CRS modification application to advance CRS discount rating to Class 5 (25% discount).
- Endangered Species Act Habitat Protection
  - Successfully passed two FEMA ESA audits related to development within habitat areas.
- Conducted seminars for statewide conference of floodplain managers and globally for professional GIS publications regarding:
  - Using GIS for damage assessment when offline.
  - Disaster recovery insights: Do's and Don'ts
- Building Permits
  - Reviewed 535 floodplain related building permit applications.
  - Geomapped all flood certificates for automated online discovery and retrieval.
  - Created online ground elevations maps showing ground elevation measurements obtained by LiDAR, used by plan reviews, contractors and developers.

Finance Department



Mark Finigan, Director

Mission

The Finance Department is committed to the City's financial integrity, providing efficient and courteous assistance in all financial matters and effectively communicating the results of these efforts to the management and citizens of the City of Key West.

Department Overview

The Finance team is organized into functional areas – Administration, General Accounting, Purchasing, Revenue and Budget. The department has 12 full-time employees and one part-time employee.

The General Accounting function is responsible for maintaining the accuracy of the general ledger through monthly and annual reconciliations. The general ledger is made up of 18 funds – these funds are used to account for the various City functions. The responsibilities also include investments, sales and gas tax remittances to the state, daily cash receipts verification and grant billing. Fixed assets, accounts receivable and bank reconciliations are performed monthly. Payroll and accounts payable also fall under the general accounting function. Payroll is responsible for the bi-weekly payroll for over 500 City employees. Accounts payable prints weekly check runs for all city departments for payment to city vendors and contractors. The accounts payable process is very labor intensive, requiring each transaction to be verified for accurate invoice amount and purchase order amount. The City issues approximately 100 vendor checks/electronic transfers per week. Purchasing processes all the City purchase orders – 3,300 annually. Along with this task is the process of informal and formal bidding to assure the City receives the “best value” for services, supplies and equipment, required to efficiently operate the City.

Other main processes within the Finance Department function include: revenue collections and budget monitoring, which is an ongoing daily function. The department also prepares, delivers and manages the annual operating and capital budget. Coordinating the annual audit and ensuring the timely publication of the Annual Comprehensive Financial Report – which reports the City’s annual financial position along with any audit findings – is also the responsibility of the Finance Department.

Accomplishments

The City received the Government Finance Officers Association Award for Excellence in Financial Reporting for the 34th consecutive year for FYE 2018 (awarded in 2019)

The City also received a favorable audit opinion by the City’s external auditor and a finding of no material weaknesses for fiscal year ending 2018.

Delays in Hurricane Irma FEMA reimbursement continue to impact City cash reserves. The current estimate of City losses is $12.6M of which the City has submitted to FEMA close to $9.5M of incurred payments for reimbursement. Of that $9.5M, FEMA has obligated $4.7M to the State. The State has only released $1.3M of the $4.7M obligated to date.

City Clerk



Cheri Smith, City Clerk

Mission

The City Clerk's Office is committed to serving the public by striving for xcellence, providing complete and accurate information while preserving the records of the City and maintaining a professional level of service.

Department Overview

The City Clerk is the official records keeper of the City and custodian of the city seal. The City Clerk is appointed by and reports to the City Commission. Responsibilities of the City Clerk include:

- Recording the minutes and all official actions of the City Commission
- Prepare all City Commission meeting agendas
- Attesting to and maintaining custody of all records of the City of Key West
- Administering the publication and supplementation of the City Code Book
- Process, record, file and advertise ordinances, resolutions and notices
- Establishing and coordinating the City's records management program in compliance with state law
- Respond to public records requests
- Administer oaths of office
- Maintain official City zoning map
- Provide notary services

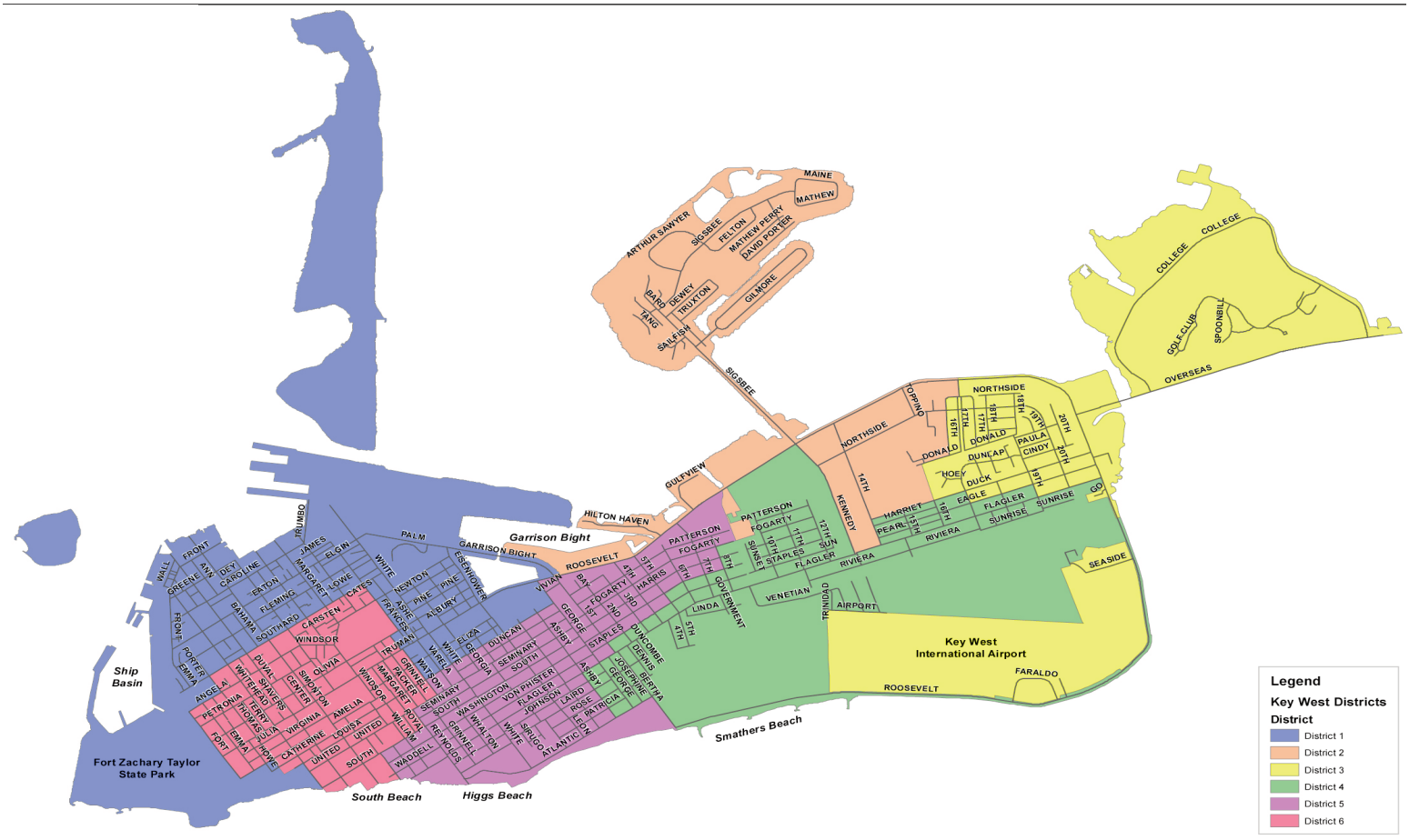
The City Clerk is also the chief elections administrator for municipal elections and special elections in Key West. The Clerk also serves as a member of the Elections Canvassing Board. As elections administrator the Clerk's Office is responsible for:

- Qualifying candidates for Mayor, City Commission and Utility Board
- Receiving qualification papers and campaign treasurers' reports
- Handling initiative and referendum petitions and charter amendments.
- Administering Oath of Office to all elected officials
- Conduct elections for two members to the Retirement Committee-Board of Trustees of the Municipal Firefighters' and Police Officers' Retirement Trust Fund and three members to the General Employees Pension
- Prepares annual budget for City Clerk's Office and City elections
- Receives and open bids
- Administers filing of domestic partnerships

Accomplishments

- Prepared City Commission meeting agendas for 27 Commission meetings and workshops
- Prepared Board of Adjustment (BOA), Caroline Street Corridor and Bahama Village Community Redevelopment
- Agency (CRA), and Naval Properties Local Redevelopment Authority (LRA) meeting agendas for 25 meetings.
- Attended 97 hours of City Commission, BOA, CRA, LRA meetings and workshops

- Attended and participated in 21 hours of the City Manager's agenda setting
- Administered and attested to 372 Resolutions and 35 Ordinances
- Administered 47 calls for bids
- Administered 8 Domestic Partnerships and 3 Terminations
- Administered approximately 600 hours of research for Public Record Requests; 1380 requests submitted to the City's Public Record Request portal.
- Administered 50 hours preparing agendas and minutes for the City Commission, BOA, CRA and LRA
- Administered 280 hours preparing agendas, minutes and attending meetings for Arts in Public Places, Bahama Village Redevelopment Advisory Committee, Historic Architectural Review Commission, Key West Bight Management District Board, Planning Board, Sustainability Advisory Board, Tree Commission, Truman Waterfront Advisory Board and Contractors Examining Board.
- Administered 40 hours of training for the Legistar paperless agenda, Imaging software (Optiview) and public record requests software



onroe County - Growth Management - GIS

Community Services



Marcus Davila, Director

Department Overview

Every part of Key West is touched by the work performed by the Community Services Department. The department is responsible for street cleaning, parks and recreation facilities for leisure activities, maintence of City-owned fleet, landscaping, historic cemetery, of all City-owned buildings and many other functions. The Community Services Department is a consolidation of sthe following. The sharing of similar skill sets, labor force, and equipment allows the department to complete projects in an efficient manner. This arrangement allows for cost-effective, responsive services for our citizens and guests.

Public Works

Public Works is managed by the Community Services Superintendent Richard Sarver at 305-809-3757. The Public Works crews maintain over 60 miles of city streets and the associated sidewalks, storm drains, street signs and light fixtures as well as providing janitorial services for all City facilities. It provides support for all special events, parades, and festivals. Public Works provides the staging and removal of barricades, as well as clean up and removal of debris after many events. They also assist the police and fire departments during emergencies to include traffic accidents, oil spills, and fires. The superintendent along with key staff are members of the Emergency Management Team play a critical role in the preparation and recovery of the City during storm events. The City conducts street sweeping operations 365 days a year. Associates also mow grass, weed, sweep, blow sidewalks, and remove trash/debris.

This year during Fantasy Fest, over 1,300 barricades were staged and removed from the parade route along with over 400 trash and recycling containers. This quantity is in addition to the 130 metal cans that are maintained permanently in the Duval Corridor. Public Works is responsible for the repair of potholes on City-maintained streets. Storm catch basins are cleaned six to eight times annually and as needed during storm events. Public works also provide support to all City departments, to include Parking, Engineering, Information Technology, Police, Fire, and Building and Code. Public Works assists the police with abandoned vehicles and assists the Building and Code departments with derelict homes. Installation of street signs and road striping are safety priorities for Public Works. Crews paint "Stop" bars, residential parking designations, stripe centerlines, and yellow curbing. Public Works installs signs that have been knocked down due to storm events and due to routine maintenance.

Historic Cemetery

Key West's unique cemetery lies in the heart of Old Town. The Cemetery Sexton can be reached at 305-809-3986 and his office is located on the corner of Angela and Margaret Street near the main entrance. Within the 19-acre cemetery Bahamian mariners, Cuban cigar makers, Spanish-American War veterans, soldiers, millionaires, paupers,

Catholics, Protestants and Jews all rest side by side, echoing the City's diverse heritage. The Key West City Cemetery was established in 1847 following the disastrous hurricane of October 11, 1846, where the beachside cemetery was unearthed by winds and seas. With over 100 interments annually, the cemetery remains extremely active. Within the fenced area, over 80,000 people are interred. A great deal of research has been done in order to digitize the burial records for all 19 acres of the historic cemetery. Guided tours are available through the Historic Florida Keys Foundation, and free self-guided tour maps are available at the cemetery entrance.

Parks and Recreation

The Parks and Recreation division provides citizens with well-maintained facilities and a safe environment for all to enjoy. Our staff maintains facilities that serve over 125 teams of all ages year round. Parks and Recreation is managed by Recreation Facilities Manager Randy Sterling at 305-809-3769.

The Dr. Martin Luther King Community Center and Pool are located on the corner of Catherine and Thomas streets. The facilities are open and free to the public. The entire community center underwent a major overhaul in 2011, turning it from an older functional facility to the jewel in the crown of Key West. The Willie Ward and Nelson English Parks adjacent to the pool complements the community center and provides an excellent recreation venue for the entire family. Frederick Douglass Gym is located on the corner of Emma and Olivia Streets is currently undergoing major renovation. It is home to the Police Athletic League Little Conch Basketball. The complex also offers an after-school tutoring program for children grades 1- 5. Between 75 and 100 youth utilize the facilities daily. In addition, the facility is also used by The Bahama Village Music program, Children's Choir, and a Drum/Drill Team.

The Recreation division provides support for athletic programs providing daily maintenance of all playing fields, which includes dragging, marking lines, cleaning, mowing, and fertilizing throughout the year. Other recreation facilities include: Clayton Sterling Complex, which consists of four baseball fields and batting cages, are located at the corner of Kennedy Drive and North Roosevelt Boulevard. This complex is home to Little Conch baseball.
Rosa Hernandez Softball Field, located at the corner of Kennedy Drive and Northside Dr. and is home of the Key West Recreational Girls Softball League.

Wickers Sports Complex is comprised of the Dewitt Roberts softball field, George Mira football field and Blake Fernandez Skate Park. The six acre complex is home of the Key West Junior Football League, the Key West men’s softball league and the Jewfish Over 40 Softball League. The complex is located at Kennedy Drive.
Sonny McCoy Indigenous Park located at the corner of Atlantic Blvd and White Street totals 10 acres; houses the bocce courts and the Wildlife Rescue. Bayview Park on the corner of Truman Avenue and Jose Marti Drive is comprised of 4 acres is home to the Vietnam Living Memorial within the Veterans Memorial Garden. The Park also offers basketball and tennis courts, a softball field, a playground and facilities for the Southernmost Boys and Girls Club. Our in-line hockey rink is located at the corner of Bertha and Atlantic Blvd and is home to the Southernmost Hockey League.

Pocket parks such as the Bill Butler Park, Cozumel Park, 18th Street Park and Spottswood Park provide other green space. The Truman Waterfront is currently finalizing construction to create a world class park. This area is home to the Matthew L. Gilleran Recreational Field. The recreation division also provides maintenance and upkeep for all other beaches and green space areas within the City of Key West limits.

Landscaping

This group is the ultimate "green" division. If it's green, we will take care of it. Jerry Farrell is the Landscaping Foreman (305-809-3766). He and his crew are located at 633 Palm Avenue. The Landscaping Staff is proud of the hard work, dedication, and skills they maintain in the upkeep of our urban canopy. They implement and maintain City-

owned landscaping projects, trims trees, plants trees, and removes tree hazards from the right-of-way. The City Planning Department's Urban Forestry Manager, Karen DeMaria, is available to field any tree related issues. Her contact number is 305-809-3768.

Fleet Services

The City of Key West Fleet Services repairs and maintains of over 400 City vehicles and equipment including Police, Fire, and Emergency Medical Services. It also provides all unleaded fueling for the City Fleet. Fleet Services is doing their part by going green through the use of ethanol blend fuel. The division performs over 2000 vehicle/ equipment repairs and maintenance requests per year. John Fallon is the Fleet Services Manager located at 627 Palm Avenue and can be reached at 305-809-3904. In addition to these primary functions, all new vehicle purchases are made through the Fleet Services division. The staff can respond 24/7 to any vehicle or equipment emergencies and is an essential element in our emergency response situations. Our team works to enhance the quality of our vehicles and equipment so all departments can deliver high quality of service to our citizens. It is our goal that all departments will be capable of greater efficiency and quality by reducing vehicle downtime. This assertion is proven by the length of time we can keep vehicles in service.

Facilities Maintenance

The Facilities Maintenance Team was established to meet the repairs, maintenance and construction needs of the City of Key West facilities and infrastructure. The staff skill sets consist of electrical, welding, plumbing, environmental control, carpentry, masonry, roofing, and general construction. The team is skilled at a journeyman or higher level. The division is supervised by the Facilities Maintenance Supervisor, Brett Wright at 633 Palm Avenue, who can be reached at 305-809-3755.





Department Accomplishments

Big news for Community Services is that we will have a NEW HOME! The City purchased the Citizen building on Northside Drive. The building is currently undergoing some renovations and once they are complete it will house the bulk of Community Services personnel. This location will add some much-needed storage and organization and allow us to operate more efficiently. We look forward to moving in and operating from this location in 2020.

This was the first year that Race World Offshore put on the power boat races at Truman Waterfront and only the second year of the event since the park opening. The event was a success and Race World Offshore worked well with the City to ensure the park stayed looking nice and free from damage. Another new event to Truman Waterfront Park is the Thursday Green Market, which has been a wonderful addition to the park and has been well attended by visitors and locals alike.

Bill Butler Park renovations are about to start. After several public meetings gathering input from our residents, we came up with a plan, running it bythe Parks and Recreation Board provide input. We are well on our way to making Bill Butler Park the best it can be. Bayview Park is also in the early stages of renovation. We put together a preliminary plan, engineering put out a survey for input on the park, it was reviewed by the Parks and Recreation Board for public input and now it is at the design stage. This will be a major project and long awaited improvement for the our community.

Community Services has been working with the Mayor's Beautification Committee on improvements throughout the City. Already there has been work done on the Angela Street Pocket Park, Mallory Square, and tree planting in the cemetery. We are looking forward to getting more done in 2020.

Community Services, Engineering, Risk Management, and IT have been meeting once a month to go over repairs and improvements to the sidewalks and right of ways. This has been a very productive way to discuss reports of issues and the best way to facilitate repairs.

That's just the out of the ordinary stuff. We still have all the regular special events that are put on every year as well as the maintenance and upkeep of the City. The Community Services Department is always working hard to make sure the streets and sidewalks are looking good, the right of ways are maintained, trees are trimmed, buildings are maintained, and the City in general is looking good.

The Community Services Department is committed to continuing to improve our great community.



Fire Department



Michael Davila, Fire Chief

Mission

The Key West Fire Department is committed to protecting the people, property and environment within our community. We will be responsive to the needs of our citizens by providing rapid, professional, and humanitarian services essential to the health, safety and well-being of the community. We will accomplish our mission through prevention, education, fire suppression, hazard mitigation and other related emergency and non-emergency activities. We will actively participate in our community, serve as role models and strive to effectively and efficiently utilize all the necessary resources at our command to provide a product deemed excellent by our citizens.

Department Overview

Our department consists of 89 members throughout four divisions: Suppression, Prevention, Emergency Management and Training, and the EMS Division.

KWFD has an ISO rating of 1, a superior rating that results in the lowest possible fire insurance rates to the taxpayers. That rating puts us in the top 1 percent of all fire departments in the nation.

The fire suppression team prepares every day to answer the alarm to fires quickly which prevents small fires from becoming larger. In addition to our daily fire suppression and rescue services, we also have a Hazardous Materials Team, Dive Team, Urban Search & Rescue, and Technical Rescue Team. These extremely proficient and highly trained crews are fully staffed around the clock and can respond whenever needed.

The fire prevention bureau that is responsible for life safety inspections, fire investigations, fire code complaints, plans review and public education. The Fire Marshal and his office are the authority having jurisdiction with regard to fire investigations and Life Safety Code enforcement.

The Division of Emergency Management amd Training is tasked with providing emergency management in times of natural and manmade disasters and the training of our members. Emergency Management works together with local, county, state, and federal resources developing and maintaining contingency plans, which coordinates a comprehensive and aggressive emergency preparedness, response, and recovery program reducing the effects of natural and man-made disasters to the citizens of Key West. It also provides continued educational units (CEU) and advanced training to the department's firefighters.

The Emergency Medical Service division provides a very high level of service to include Basic Life Support and Advanced Life Support. Although we have only been providing this service for a year and a half we can show that our level of service is outstanding and always improving.

Accomplishments

- 6987 total calls for service
- 5773 EMS calls for service
- 4439 EMS Transports
- Took delivery of a new fire pumper Engine 8
- Took delivery of a new mini pumper for Sunset Key
- Graduated 20 KWFD firefighters as State of Florida certified Urban Search and Rescue (USAR) members
- Graduated 24 KWFD firefighters as State of Florida certified Hazmat Technicians
- Over 100 training certificates acquired by personnel
- Graduated 15 KWHS students through the Fire Academy and 8 of those students obtained a Nationally Registered EMR certification. The Fire Academy has proved to be successful currently the Key West Fire Department has 12 firefighters on staff that have graduated from the KWHS Fire Academy.
- Donated a retired mini pumper and retired fire engine through Key West Cares to the Bahamas after Hurricane Dorian
- The EMS Division was awarded two grants in 2019:
  - Took delivery of a new ambulance purchased through State of Florida Department of Health EMS Grant
  - A grant of $23,960 was awarded through the Overdose Prevention in States Cooperative Agreement for hardware and software for Emergency Medical Services Data Collection.







Engineering



Steve McAlearney, Director

Mission

We strive to provide the best customer services and outstanding projects while providing cost effective professional engineering by engaging our citizens, developing sustainable projects and seeking alternate funding.

Department Overview

The Engineering Department currently manages over 40 active projects, combining for over $20 million in design fees and actual/projected construction costs. Department personnel include the Director of Engineering, a City Engineer, Project and Construction Managers and supporting technical staff. Additionally, the City's Sustainability Coordinator reports to the Director of Engineering. Engineering and Utilities Departments share an Executive Assistant.

Accomplishments

The Engineering Department provides multiple services to the citizens of Key West including Capital Improvement Project management, Americans with Disabilities Act (ADA) compliant construction, Right-of-Way permits, traffic signal and street light maintenance and management of the city-wide asphalt roadway paving program. The Department responds to citizen issues and concerns including traffic control, pedestrian crosswalks, safety and drainage. Engineering supports other City departments, providing design and management of projects for Community Services, Planning, Ports, Property, etc. The Department provides project coordination and management of Naval Air Station Key West projects funded by "In-Kind" revenues from cruise ship disembarkation fees.

The Engineering Department currently manages over 40 active projects. Department personnel include a Director, City Engineer, an Assistant Engineer and Project and Construction Managers. Additionally, the City's Sustainability Coordinator and Multimodal Transportation Coordinator report to the Director of Engineering. The Engineering and Utilities Departments share an Executive Assistant.

A ground-breaking was held in 2019 for the Garden View Apartments, a $27M affordable housing project on College Road. In early 2020, that project will be handed over to the Key West Housing Authority for the construction and operating phases.

The Glynn Archer Gym project was determined final complete in 2019, rounding out development of the City Hall parcel. The Police Athletic League (PAL) program is moved in and will be the primary user of the newly renovated facility.

Moving the PAL allowed a ground-breaking on the final portion of theTruman Waterfront Park, Phase 1B, which at $4.4M will include renovating the current building into a police sub-station, park maintenance storage, public bathrooms and a snack bar for athletic events. Additional improvements include an artificial turf athletic field, dog park, new horse stables and a fruit tree grove.

On the streets and sidewalks, in addition to implementing a Citizen Action Line and adopting a Pavement Management Plan in 2019, the Department completed ADA sidewalks and paving on the length of Southard Street, the City's portion of Whitehead Street, 8th Street, College Road, the Atlantic Avenue bike path, and portions of 11th Street, Truman Avenue, South Street, Olivia Street, and Angela Street. Numerous bus aprons were also completed between Key West and Big Pine Key. Design is either complete or in progress on 2020 streets and ADA sidewalks, including Simonton Street, Greene Street, 20th Street, Front Street, Duval Street, Whitehead Street, Waddell Street, and in conjuction with Monroe County, 1st Street/Bertha Street.

Other projects of note completed in 2019 include the following:

- Aquarium seawall repair
- New Smathers Beach bathroom (east)
- Lighting, bridge and sidewalk repairs to E.B. Knight Pier
- Numerous projects for Naval Air Station Key West
- Renourishment of Smathers, Dog, Simonton and South beaches
- 10th Street walkway and boat ramp
- Grinnell Street Parking Garage elevator repair
- Citizen building acquisition for Community Services

Notable projects in various phases of completion include:

- Douglass Gym extension/community center
- Smathers Beach bathroom (west)
- Coffee Butler Key West Amphitheater sign
- Keys Overnight Temporary Shelter replacement
- Cable hut repairs
- Bahama Village Medical Clinic
- Duval Street Revitalization



Kelly Crowe, Johnnie Yongue, Timothy Staub, Steve McAlearney, Andrea Gomez, Ian Mcdowell, Albi Balliu, Alison Higgins

Information Services



David Monroe, Director

Mission

The Department of Information Technology strives to provide the highest quality technology-based services in the most cost-effective manner.

To meet this mission we will: Provide effective technology support for audio/visual, computer, multi-media, voice, video, and web based applications and services to all areas of the City; promote and facilitate the effective integration of technology into the basic mission of the City through planning, training and other support activities; develop, enhance, and manage the City's network to provide high speed, transparent, and highly functional connectivity among all information resources; facilitate the collection, storage, security and integrity of electronic data while ensuring appropriate access; provide capabilities including the ability to develop and manage the distribution through broadcast, broadband, software, the Web and other telecommunications technologies City programs and services; provide fast amd reliable access to all information systems.

Department Overview

IT provides Help Desk services to the City's computer users weekdays from 7:30 a.m. to 5 p.m. as well as after hours and weekend support for Public Safety and Code Compliance Officers. Users can call in a request for the department's services, enter it into the computer system, or contact the on-call staff person. The requests are monitored to address any emergencies that arise.

IT provides Citywide support for all computer systems and telephone systems and is responsible for analyzing and implementing the electronic needs of all City departments according to response time, storage requirements, hardware and software services, and insuring that adequate training is available to users.

The IT Department plans, purchases, manages, and maintains the computing and telecommunications hardware, software, and networking infrastructure to support the many departments of the City in providing their services to the citizens. Every desk in the City is equipped with a computer and the software necessary for that staff member to work effectively. Each of these desktops is connected to an extensive network that communicates with the servers and i-series that provide the computing power for the City. There is also a voice over IP telephone system that runs across the City network which provides telephone support to the City staff as well as giving citizens access to City services. The IT Department maintains a qualified staff of IT Specialists needed to support the departments and maintain this infrastructure. The services IT provides include email, internet access, multimedia services, telephones, and network management.

The IT Department continually strives to innovate and improve the quality of services in a fiscally responsible manner.

Accomplishments

- Assisted the Monroe County School Board Information Technology Department with implementing connectivity at City Hall for broadcasting the school board meetings.
- Implemented new community development software for the following departments:
- Building Permits, Business Licensing, Code Compliance, Engineering and Planning Department.
- Purchased, configured and deployed 25 desktop computers;
- Purchased, configured and deployed 11 laptop computers;
- Completed the configuration and deployment of 15 GETAC laptops for Police Department
- Implemented new password reset software
- Researched equipment needed for closed captioning
- Installed new local area network and wireless network at the Douglass Gym
- Installed wireless network at the Martin Luther King Community Center
- Installed wireless network at Bayview Park
- Reconfigured Key West Bight network during construction;
- Replaced 72 PC monitors;
- Replaced 30 PC backup devices;
- Researched software for citizen input online
- Held computer orientation for 45 new employees
- Reconfigured in-house tracking forms
- Televised 131 city meetings
- Maintained the City of Key West website
- Completed 5,107 service tickets
- Provided 24/7 support for City operations and communications



Transportation



Rod Delostrinos, Director

Mission

To provide safe, dependable, efficient and environmentally sensitive public transportation services for residents and visitors of the City of Key West and the Lower Florida Keys.

Department Overview

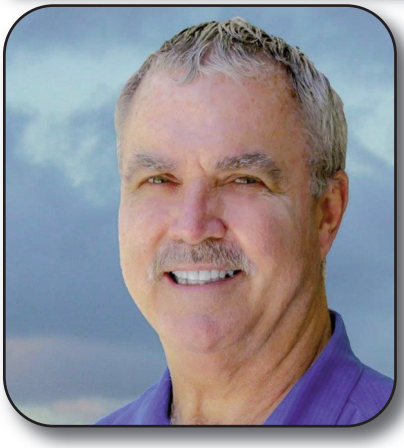
Number of employees: 27 full time equivalent positions, consisting of 16 full time bus operator positions; up to nine relief driver positions (varies by need); two Assistant Transit Operations Supervisors; one Transit Operations Manager, one Projects/Grants Manager, one Customer Service Specialist/Dispatcher, one Lead Maintenance Technician, two Maintenance Technicians, two Transit Helpers, and one Transportation Director.

The City of Key West Department of Transportation provides the only fixed route public transportation service available throughout the City of Key West, Stock Island and daily shuttles to Marathon. Our responsibilities include all safety and training compliance for public transit systems in Florida, annual budget and execution, grants writing and management, operations, administration and maintenance of all aspects of the public transportation department. This includes adherence to all federal, state, and local regulations that apply to public transit services. This commitment to excellence assures we provide the best service possible to our community.

Accomplishments

- Operated over 675,000 miles while providing service to over 619,285 passengers
- Lessen the financial impact to the community by securing over $4 million in federal and state funding for capital and operating costs
- Expanded fare-free Duval Loop area to include Mallory Square and the Truman Waterfront Park
- Enhanced public safety by providing “Safe Ride” shuttles during Fantasy Fest and New Year’s Eve
- Cultivates community partnerships through involvement in local events such as the Key West Preschool CO-OP Truck Day, National Veterans Small Business Week, and FKCC Community Day
- Provided transportation services for the Key West Fire Department Firefighters Academy to the Joe London Fire Fighting Training facility located on Crawl Key in the Middle Keys
- Provided a facility tour and bus riding orientation to FKCC students
- Provided transportation services to support facilities visits for the Key West Ambassadors program
- Recognized the excellence of Bus Driver of the Year Alex Perez along with Drivers of the Quarter
- Key West Transit received four new low floor clean diesel Gillig BRT style buses.

Code Compliance



Jim Young, Director

Mission

The City of Key West Code Compliance Department is committed to protecting the health, safety and welfare of our community. We continually strive to provide fair and equitable services to our citizens and visitors. The staff serves as representatives of the Department and provides information and services to the public regarding code compliance.
We will exhibit professionalism through continued education and teamwork to accomplish our mission.

Department Overview

The City of Key West Code Compliance Department has the responsibility of investigating complaints and ensuring compliance of the City Code of Ordinances, building standards, zoning issues, licensing regulations and the Historical Architectural Review Commission (HARC) guidelines. All complaints and violations received or discovered are logged into the city computer system. Each officer is expected to maintain continuous monitoring of assigned cases with the ultimate goal being voluntary compliance. All compliance officers are required to be certified by the Florida Association of Code Enforcement either at the time of hiring or within one year after their hiring date.

Accomplishments

During the past fiscal year, the Code Compliance Department received and investigated approximately 1,586 complaints with the following being the top five:

1. 225 for unlicensed/delinquent business tax receipts.
2. 228 for building without permits or building beyond the scope of a permit
3. 211 for obstruction of streets.
4. 135 for leaving trash bins on City right of way.
5. 113 for general complaints.

This past year, Code Compliance continued the proactive investigations of 109 short term, (transient) rental complaints. The Department working with the City's GIS Coordinator developed a computer program to track and identify the locations of illegal transient rentals. This program was very successful and now the Monroe County Tax Collectors Office has the same program, which has resulted in the Tax Collector collecting more in bed taxes.

Some other accomplishments the Code Compliance Department achieved were: Conducting a citywide post-Hurricane Irma damage assessment that assisted the City's FEMA Coordinator in submitting the approximate total cost of the damage sustained by property owners; The continued proactive investigation of complaints regarding FEMA issues and working in conjunction with the City's Flood Plain Manager in assisting our community achieve compliance with FEMA violations; Continued proactive compliance efforts regarding unpaid and/or delinquent business tax receipts. The Licensing Department provided Code Compliance 354 business that were delinquent with payment for their business tax receipts. As of September 30 only five businesses are delinquent. This compliance effort resulted in the City collecting $32,450.70 in revenue.

Human Resources



Samantha Farist, Director

Mission

The mission of the Human Resources Department is to support all City Departments in recruiting, selecting, developing and retaining a high quality workforce to serve the citizens and visitors of Key West. The Human Resources Department staff will provide quality human resources services with integrity, objectivity, responsiveness, sensitivity and confidentiality to all City employees.

Department Overview

Human Resources has primary responsibility for managing a wide range of employee related services and programs for the City's diverse workforce during an employee's active employment and in many cases postemployment in the form of benefits to retired employees and continuation of benefits for employees leaving for other reasons. Human Resources activities include: developing and implementing policy, designing employee benefit programs, monitoring workforce diversity issues, managing Human Resources Information System, recruiting and filling job openings, conducting employee orientation, resolving employee complaints and grievances negotiating labor agreements, providing employee training, managing worker's compensation, serving in an advisory capacity to ad hoc City committees including the Civil Service Board and Safety Committee.

Hiring and Selection: manage and administer the recruitment and selection process for the city. Selection and staffing programs include: internal and external job posting of vacancies, assisting applicants with all phases of the employment process, recruitment activities, review and vetting of applications, pre-employment skills testing, reference and background checks, post-employment drug testing and all related compliance programs.

Benefits: Responsible for delivering benefits to 494 active employees and retirees including three bargaining units. These benefits include health, dental and vision plans, life insurance programs, flexible spending accounts, deferred compensation plans, Family Medical leave, Employee Assistance Plan, retiree benefits, Drug Free Workplace program and various voluntary benefit programs for employees. Staff provides research and recommendations on development of and/or changes to City benefit programs that are competitive, cost effective and compliant. Develop and provide communications regarding benefit programs to educate employees; problem solves with employees addressing a steady stream of phone calls, emails and walk-in visits from employees requesting assistance with benefit related issues.

Compensation and Classification: Implement and maintain citywide classification structure, maintain job description database, review positions and position descriptions and classify work to maintain an equitable classification structure; maintain the International Association of Firefighters and Police Benevolent Association step plans and ensure compliance with collective bargaining agreements and City policy. As of December 31, 2018, the minimum starting salary for any City employee will be raised to $15 per hou.

Labor Relations: conduct negotiations for three collective bargaining agreements; provide counsel to managers/supervisors on implementation, interpretation and administration of collective bargaining agreements, discipline and grievance process and City policy; represent the City in arbitration cases and employment issues; provide employee counseling and conflict resolution.

Human Resource Policies and Compliance: provide policy direction to management; initiate, review and update personnel policies, ensure compliance with federal, state and local legislation, collective bargaining agreements and City policy.

Human Resources Information System: manage, update and maintain the human resources/payroll system; coordinate and input employee data; maintain all official personnel files and employee confidential medical files; provide management reporting.

Collective Bargaining Units: In September, we were pleased to negotiate and finalize the current contract with the IAFF Local 1424 which will run through September of 2021. Both the Teamster and Police Benevolent Association contracts will run through September of 2020.

Accomplishments

Hiring and Selection:
- Received and processed 387 applications for employment.
- Filled a total of 107 vacant positions; 29 with internal candidates through promotion/transfer; hired 78 new employees.
- Conducted new hire orientations for 78 newly hired employees.

Benefits:
- Completed employee open enrollments for Health Care Plan and Flexible Spending Plan.

Wellness:
- Sponsored our 8th annual employee health fair.
- Continued with an employee wide "Wellness" program stressing annual checkups and screenings; these are provided by our current carrier Cigna Insurance.

Employee Development/Recognition:

Service awards presented to City employee included:
- 38 Five-year anniversary awards
- 18 Ten-year anniversary awards
- 18 Fifteen-year anniversary awards
- 7 Twenty-year anniversary awards
- 8 Twenty-five-year anniversary awards
- 3 Thirty-year anniversary awards

AND
- One forty, that's 4-0, year anniversary award to Patti McLauchlin our new Assistant City Manager

Department Updates:
We continue to maintain our high standard of work ethic and service with a smile to all.



Alison Tejeda, Frenza Shine, Alice Parker, HR Director Samantha Farist, Erin Getchel, and Richard Richardson.

Planning Department



Roy Bishop, Director

Mission

To serve the citizens of Key West by assisting the City Commission, Board of Adjustment, Planning Board, Departmental Review Committee and other appointed bodies and officials to implement the City's Comprehensive Plan and Land Development Regulations by processing effectively and fairly all applications for development and planning approvals. In addition, carry out all studies and analysis directed by the City Commission when expertise in neighborhood and city planning, development, historic preservation, urban forestry and environmental resources is required.

Department Overview

The Planning Department is responsible for short and long range planning. The Department also handles historic preservation planning and approval activities, provides important staff support for eight City Boards and Commissions and assists other departments on a variety of important interdisciplinary assignments.

Through this year, a full time employee was promoted to a Planner I position and a new administrative assistant was hired. These new changes have strengthened the quality of the department's customer and professional service.

The Planning Department completely staffs several Boards and Commissions:

Planning Board
Historic Architectural Review Commission
Tree Commission
Sustainability Advisory Board
Development Review Committee
Truman Waterfront Advisory Board
Art in Public Places Advisory Board
Community Redevelopment Agency

For the second consecutive year, the Planning Department staff was closely involved in the building permits review process; zoning and land development regulations such as urban forestry, historic preservation, among others, were part of the review process to ensure that new construction projects are in compliance with current city regulations. Planning staff reviewed over 3,954 building permit applications under simultaneous review before the building department issued a permit. A total of 6,239 applications have been reviewed by staff members, including planners, HARC staff, and the Urban Forester. Over the last year, the Department has provided staff for 115 public meetings and workshops related to land use and other categories as directed by the City Manager.

The Planning Department maintains and updates the Building Permit Allocation System. The BPAS is the City's pri-

mary tool to regulate new residential development growth. In the past four years, the city has allocated 245 affordable units.

The Department has a total staff of seven professionals and two administrative support personnel. The staff also relies on the services provided by the South Florida Regional Planning Council, on which Commissioner Sam Kaufman sits. The Department also has regular communication with DEO, which oversees all major development and planning in the Keys.

Accomplishments

Planning and Zoning:

- Processed 175 applications, among them the Planning Board reviewed 73 applications including seven development plans, 35 variances, six conditional use applications, and 12 amendments to the Comprehensive Plan and the Land Development Regulations, among others.
- The City Commission reviewed nine easement applications submitted through the planning department.
- The Planning Board held ten public meetings

Historic Architectural Review Commission:

- The historic preservation staff received 1,836 Certificate of Appropriateness applications. Of those, the Historic Architectural Review Commission reviewed 89. HARC denied only two applications and no appeals were submitted to the Special Magistrate.
- HARC held 12 public meetings and one workshop.

Tree Commission:

- The Tree Commission and Urban Forestry Manager processed 554 applications. Of those, the Tree Commission reviewed 108 applications.
- Seventeen administrative hearings for enforcement action were processed. The Tree Commission managed settlement agreements for each hearing.
- The Tree Commission and staff submitted for City Commission approval four new ordinances pertaining Tree Commission composition and review.
- The city was awarded with two grants, a grant from State of Florida Urban Forestry Council to document trees in City parks using the I-Tree GIS and computer programs, and another grant from Arbor Day Foundation and Texas Roadhouse to purchase and plant 15 trees at Bayview Park.
- The City received 55 donated trees from the Trophia Foundation to be planted in City street planters.
- For the sixth consecutive year, the City has received recognition as a member of Tree USA.
- The Tree Commission held twelve public meetings and one workshop

Police Department



Sean Brandenburg, Police Chief

Mission

The mission of the Key West Police Department in partnership with the communiy is to provide effective and efficient police services. The Key West Police Department is a professional department guided by a set of core values aimed at making Key West a safe place to live, work and visit. The core values are: Respect -- A comfortable and healthy work environment must first start with mutual respect among members of our Department. Likewise, a community that respects its police department and its members must first start with members of our Department always demonstrating understanding and sensitivity to all of those in our community with whom they come in contact. Integrity -- Ethics and honesty are perhaps the most valuable traits a law enforcement officer can possess, an essential element in gaining the trust and confidence of the public. Fairness -- It is important that every law enforcement officer be able to make objective and impartial decisions based on the law and the facts at hand. Just as important is his/her ability to exercise discretion, always using fairness as his/her guide. Service -- We must always strive to provide a positive and professional response to the needs of our residents and visitors.

Department Overview

The Key West Police Department is a fully State of Florida accredited department made up of a dedicated and professional group of men and women. Our island is home to a unique and diverse community, which is reflected throughout the ranks of the department. We protect and serve a population of 25,000 full-time residents, with over two million visitors each year.

Community policing is an integral part of the Department; partnering with the community to prevent and solve crime. We hold crime prevention seminars, Citizens Police Academies, and Ambassador presentations, all aimed at educating the entire community about crime prevention.

The Chief has a command staff made up of two captains, six lieutenants and eleven sergeants. There are 98 sworn officers (budgeted) and 29 civilian employees. One captain oversees the administrative bureau of the Department, the other oversees the operations bureau.

In addition to road patrols and motorcycles, the Department has a Marine Unit, a K9 Unit, a Motor Unit and a Mounted Unit. The Marine Unit is responsible for the land side security and screening of cruise ship and ferry passengers. In addition, they also perform boat safety checks on the water as well as environmental enforcement. The K9 Unit teams patrol and narcotics certified canines with officers. The Motor Unit conducts traffic patrols as well as escort duites and special event traffic management. The Mounted Unit is a regular presence on our streets daily as well as during special events.

Accomplishments

The Key West Police Department has had a successful year of reaching out into the community to improve communication and relationships, working especially hard to reach out to and support our special needs members of the community. All officers have participated in online autism training with the Scott Center for Autism. The department is supporting increased autism awareness by creating autism patches and challenge coins.

The department is working with the TIES program with outreach including a wallet card program and increased

interaction with individuals. Oftentimes an individual with special needs may not be able to communicate with an officer when it's necessary. The cards provide another means of communication. In addition, increased interaction and exposure to the police when there is no emergency creates a comfort level for special needs individuals. The KWPD has been strongly interactive with the Monroe County Special Olympics, from sponsoring a bus to their final games in Orlando to handing out medals for several athletic events in Key West.

The department is continuing to increase outreach into our schools by mentoring students through Keys to be the Change and with the Key West Police Explorers Program at Key West High School. A new program: Police and Pelicans, has been a highly successful way for officers to interact on a monthly basis with the 5th graders at Poinciana School.

The department experienced one of the most successful National Nights Out in our history, teaming up with the Monroe County Sheriff's Office and 30 other entities to provide an evening of community outreach.

In April, the department earned its reaccreditation from the Commission for Florida Law Enforcement Accreditation. The assessments are conducted every three years, but the process itself is a daily practice in every officer's career. It ensures the most professional department possible. Accreditation ensures to the community a knowledgeable police department that provides the very best service possible to the community.

The KWPD Traffic Unit worked closely with FDOT with the installation and rollout of the new HAWK crosswalk lights on North Roosevelt Blvd. through education and enforcement, ensuring a safer experience for pedestrians and cyclists.

The department sponsored nine new candidates for the Law Enforcement Academy – several of whom already worked for the City of Key West – and they were sworn in in October.

The Mounted Unit added a new member, a Friesian horse named Onyx, thanks to the generous donation of Dr. Louis Spelios.

Crime in Key West continued a decade-long downward trend, dropping by nearly 9 percent.









Department Staffs



Code Compliance: *Troy Montero, Edward Keane, Rachel Kobylas, Sophia Doctoche, Jim Young, Amanda Brady, Madelyn Valdex Marrero, Dorian Patton III, Bonnie Badgett, Mary Sawyer,*



Planning: *Margarita Pedroza, Angela Budde, Kathleen McDonald, Natalie Hill, Roy Bishop, Karen DeMaria, Vanessa Sellers, Melissa Paul Leto, Enid Torregrossadelaro*

Parking



John Wilkins, Director

Mission

The Parking Department manages the parking supply in the City right of way to provide an equitable balance for the needs of our community.

Department Overview

With our staff of 20 employees the City of Key West Parking Department works throughout the city enforcing local and state parking ordinances. We collect revenue and maintain the City's paid parking meters and paystations in the commercial zones. We collect fines for citations and administer four parking programs. We provide school crossing guards to assist children who walk or ride their bikes to school. Our work requires coordinating with various City departments such as Police, Code Compliance, Planning, Fire Department, Transportation, Community Services and Municipal Traffic Court.

We seek to balance competing need for parking in the city (commercial delivery, metered parking, moped, bicycle, residential metered, employee assistance parking, residential and non residential on-street parking and special events) to support economic vitality and a livable community.

Accomplishments

The department began the process of replacing our aging parking paystations with new up to date models. New paystations allow resident parking permit holders to enter their 5-digit permit number and receive a 4-hour free parking receipt. This is allowed at five locations around the City: Old Town Garage (aka Park 'N' Ride), the main lot at Key West Bight, Fire Station #2 lot, and the new Truman Waterfront Park. It is valid one time per day.
Created a Truman Waterfront Park parking permit for people who live outside the city, up to mile marker 11, to park for four hours per day at the Truman Waterfront Park. This was created to allow families with children to enjoy the new park without paying to park.

Parking rates also increased this year. The hourly rate city wide is now $4 per hour. Daily rates at the Park 'N' Ride and the Key West Bight were raised to match the daily rate at Mallory Square. Monthly rate at the Park 'N' Ride increased to $200 per month. The funds generated from this increase were used to balance the City's budget in lieu of raising real estate taxes.

The City's Employee Parking Permit increased from $400 to $480 for four months. This allows employees in the historic district to park on-street without paying the meter.

Parking fines increased this year. Most increased to $50. This increase is to maintain an equitable deterrent to the parking hourly rate increase.

The City has continued at an accelerated pace the remarking of residential parking space in the Historic District. These new thermoplastic street markings are more durable and visible, enabling better enforcement

The City Commission created a Parking and Alternative Transportation Committee that analyzed the city's parking and transportation needs. This dedicated group met monthly and held several public meetings. They formulated solutions and presented their findings and recommendations to the Commission for approval. Several recommendations were enacted by resolution quickly and the Sustainability Board was tasked with monitoring the implementation of the remaining. Their report can be found on the City's website.

Utilities



John Paul Castro, Director

Mission

The Utilities Department employees endeavor to provide outstanding customer services to residents and visitors of the City of Key West, while providing cost effective project and facilities management and vigorously seek to obtain and utilize grant and alternate funding.

Department Overview

The Utilities Department is tasked with providing operation and management services for wastewater collection, treatment and disposal at the Richard A. Heyman Environmental Protection Facility, solid waste collection and transfer from city's transfer station on Rockland Key, and the stormwater drainage system, including contract management, permitting, and planning for design and construction of system improvements.

Accomplishments

Sanitary Sewer Division:

* City of Key West continues to collect on average 4.5 million gallons per day of wastewater and operate the Richard A. Heyman Environmental Protection Facility to achieve Advanced Wastewater Treatment (AWT) levels.
* City's contract operator, Jacobs/OMI, Inc., cleaned and removed debris from sewers and pump stations, made repairs to pipelines, pumps, controllers, and equipment, and performed laboratory testing.
* Utilities Department installed 2 new 24" actuated check valves on the 500 horsepower effluent pumps at the WWTP
* Utilities Department has completed the design of new aeration blowers and effluent pump for the WWTP which will provide cost savings of approximately $65,000 annually
* Utilities Department has completely renovated pump stations H and B with new valves, pumps, well linings, hatches, and telemetry controls
* Utilities Department replaced the 250 kilowatt generator at pump station "A"
* Utilities Department completely rebuilt the 1.5 megawatt generator set and radiator and added new controls at the WWTP
* Utilities Department co-presented with Black & Veatch a blower alternative technology paper at Florida Water Resources Conference
* City of Key West operates a Class V injection well system, consisting of two Class V non-hazardous effluent injection wells and monitor wells, located at the Richard A. Heyman Environmental Protection Facility. Required mechanical integrity testing of the injection wells was performed in April 2019. The Operation Permit application for the Class V Injection Well System was submitted June 2019 with anticipated permit renewals granted in January 2020
* City of Key West has been appropriated $1.7 million from CDBG grant and $1.7 million from HMGP grant for the Fleming Key Forcemain Relocation

Stormwater Drainage Division:

City's contract operator, Jacobs/OMI, Inc., cleaned and removed debris from storm drains, pollution control devices, and injection wells, and performed nearshore water sampling and testing. The City has installed 113 inlet trash grates that will improve the filtering of trash from Duval St. and downtown areas allowing the street sweeper to capture those items. This has cut down considerably on debris entering the storm system.

The City entered into agreement with the Monroe County School District for an easement at Key West High School which will allow the construction of a stormwater pump station and outfall at the corner of Dennis St. and Venetia St. The project will be grant funded in the amount of $1,911,094.00.

* City of Key West was appropriated $3.99 million from HMGP for Tide Valve Outfall Improvements
* City of Key West was appropriated $982,000 from HMGP for Dennis St. Stormwater Pump Station
* City of Key West was appropriated $4.2 million HMGP for the Harris and 10th St. neighborhood stormwater project
* City of Key West has entered an agreement with Monroe County to connect the Bertha St. storm system to the Dennis St. Stormwater Pump Station to improve stormwater collection and removal
* Utilities Department has completed design of the Patricia and Ashby Neighborhood Piping project
* City of Key West continues to realize improved stormwater fee collection with fewer delinquencies, due to elimination of monthly billing and creation of a non-ad valorem assessment on the property tax roll.
* City of Key West received coverage under the Phase II MS4 Generic Permit to operate and maintain the Municipal Separate * Storm Sewer System (MS4), implement the Stormwater Management Program, and comply with the requirements of the Phase II MS4 Generic Permit. Coverage under the permit became effective March 5, 2015 and will expire March 4, 2020. The 5 year renewal application was submitted September 2019.

Solid Waste Collection and Transfer Division

The Solid Waste Division is responsible for all the garbage and recycling in the City of Key West including:

- Managing contracts with Solid Waste and Hauling Contractor Waste Management, managing the scale house at the City Transfer Station on Rockland Key
- Customer service for garbage and recycling collection from residents, businesses and public spaces
- Education outreach with local schools, businesses and civic groups and Keep Key West Beautiful
- Long term care of the Stock Island Landfill, which was officially closed and released from Long Term Care by FDEP in 2016. Routine maintenance, landscaping, annual water testing and pest control are still being performed.
  All garbage is currently going to Waste to Energy Facilities. All yard waste is being processed into mulch. All recycling is being processed in Pembroke Pines.

Solid Waste Accomplishments in 2019:

- 7 day a week collection for commercial recyclables.
- City Commission passed resolution for policy prohibiting single use plastic for all City Properties, special events, leases, and vendors.
- City Commission passed an ordinance banning single use and distribution of plastic straws and stirrers.
- Increased participation in Keep Key West Beautiful cleanups around the island with a total of 55 KKWB organized cleanups and participated/supported other island cleanups throughout the year.
- Trash for Transit Program gives volunteers a 24-hour pass for City bus when volunteering at a City cleanup.
- Started painting and education marking of City street cans.
- Started program for painting dumpsters in the City.
- Installed Recycling station at HOB cafeteria to increase recycling participation and improve results.
- The City is now using ReCollect, an online program and app that can be used by all citizens. The app shows solid waste pickup schedules, sends reminders via text, email, or phone calls, and report missed pickups.
- The City has recycling rate 12% and a diversion rate of 21% in FY 2019.
- The City collected approximately 51,500 tons of Solid Waste this year with approximately 5,500 tons of recycling and 4,200 tons of yard waste and 40,500 tons of garbage at the Rockland Key Transfer Station.
- Residents are offered household hazardous waste and e-waste collection every month for no charge and bulky waste pickup of large household items for no charge.
- The City worked with Waste Management to conduct a free clean sweep of all districts before hurricane season collecting approximately 45 tons of waste over a 5 week period.
- The City purchased 12 new Victor Stanly trash and recycling receptacles for the City right of way.
- The City, in partnership with Reef Relief, National Marine Sanctuary and Surfrider Foundation, started a Plastic Free Keys Partnership working with restaurants, businesses and residents to use less plastic, learn how-to recycle properly, and establish green business certification program, with several activities, special events and cleanups together.
- Keep Key West Beautiful (KKWB) has participated in several cleanups throughout the year resulting in approximately 200 volunteers, over 4000 pounds of garbage picked up in the City and surrounding mangroves.
- KKWB is still collecting cigarette waste from businesses and residents in a voluntary recycling program in a partnership with TerraCycle. They are recycled into plastic lumber. Five Ballot Box Cigarette Collection Bins were bought and are being installed around the city. The past year has resulted in over 200 pounds of cigarette butts being collected and recycled.
- KKWB Plogging Program has a weekly litter cleanup event every Friday morning at 8 am resulting in collection of over six gallons of cigarette butts and over 300 pounds of other litter from the streets and beaches.

Port and Marine Services



Doug Bradshaw, Director

Mission

The Port and Marine Services Department is public benefit City department providing coordination of all port and marina activities, real estate services, and management of infrastructure to enhance the local economy, insure a secure revenue source for the City, and providing recreational opportunities for its citizens while at the same time protecting our heritage, the marine environment, our Citizen's quality of life and our fragile ecosystem for future generations.

Department Overview

Port and Marine Services consists of the Port of Key West (cruise ships), the Key West Historic Seaport -- including Key West Bight Marina, City Marina at Garrison Bight, and the City's mooring field. Although each division has a distinct function within the City, all have one feature in common: commitment to managing and caring for the City's waterside facilities, both financially and environmentally. Each division has identified goals and objectives that will ensure we fulfill the vision for Port and Marine Services.

Accomplishments

Key West Bight Historic Seaport

- Installed new fiber optic cable connect to the Dockmaster Office to stop outage issues on fuel and reservation systems.
- Installed three new dinghy docks with 48 private cleats generating $6,600 of income each month.
- Installed new brighter lights around dinghy docks to help security and customers to be safer at night.
- In the progress of replacing all electric pedestals reading meters for easier reading.
- Installed two new Ingenico chip reading devices to prevent chargebacks from credit card company.
- The Marina increased transient dockage and dinghy dock rates and showers charge ten percent generating $110,000 for the Bight this coming year.

City Marina at Garrison Bight

- Began construction on new Dockmaster Office
- Grant funding secured for refurbishment of boat ramp
- Electrical infrastructure replaced on Wahoo and Kingfish piers
- Mooring piling rehab on Wahoo, Bonefish and Bonita piers (post Irma) nine pilings
- Digital sign installed main sign display
- Received an additional $32,000 in revenue from bid on abandoned houseboat.
- Liveaboard revenue up $53,000 above projected budget due to the intake of larger vessels in leased slips.

- Overhauled utility vessel with new engine and rigging.
- New washers and dryers installed for liveaboard tenants
- Mooring field revenue consistent for the year considering a complete loss of vessels from Hurricane Irma.
- Restoration of most damaged equipment, signs, buildings, water and electric from Hurricane Irma
- Installed portable bathrooms to support tenant needs during construction of new bath rooms

Port and Marine Service

- Provided training specifically focused towards the duties and functions of the department.
- Insured a safe, secure and clean port call for all cruise lines.
- Maintained port security plan in compliance with Homeland Security and Florida Statue Chapter 311.12.
- Performed yearly security assessment review for the port.
- Issued 335 City of Key West Port ID Badges
- Coordinated pier assignment, security and transportation for a total of 405 cruise ship port calls representing a total of 817,450 passengers visiting the City of Key West.
- Billing and collection of $4,876,310 in gross revenues to the City.
- Scheduled and updated cruise ship calendars for the 2018-2021.
- Obtained three TWIC Readers and software to comply with USCG regulation.
- Cruise Ship Rate Fees Study by Raftelis
- Negotiation of disembarkation and dockage fees increase based on study.
- Negotiation of transportation contract with HTA for passengers arriving at the Outer Mole.
- Negotiation of shared transportation cost with cruise lines.
- Setting up operations for Ferry Terminal tendering of cruise ship shuttles.
- Tasking CH2M Hill to design improvements to T-Pier to better insure the berthing safety of existing cruise ship scheduled to berth at Mallory Pier.
- Conducted repairs and replacement of hardware to fenders at Mallory Pier.

Port and Marine Service Capital Improvements

- Completed the Thompsons Fish House Preservation. Work Included replacing the exterior concrete walls and foundation.
- Transient restroom/ Dockmaster building at City Marina. Project to include transient restroom/ shower and laundry facility, public restrooms, dockmaster office and maintenance shop. New facility partially funded through a large grant.
- Seawall Assessment. Completed an engineered assessment of the Historic Seaport seawall from Turtle Kraals through the Conch Republic Seafood Company. Construction documents underway and project is anticipated to bid in May of 2019.
- Completed Dolphin Pier replacement at City Marina. Project included the placement of 180 linear feet of floating dock with finger piers and updated utilities.
- Completed Hurricane Irma dock repairs at Historic Seaport. Work included replacement of pilings, dock sections and structural members damage by the hurricane.
- Completed Historic Seaport parking lot renovation. Work included milling/ paving, signage and striping.
- Ferry Terminal pier extension. Construction to be complete early 2019. Work includes an 80’L x 20’W pier extension with new fueling stations, utility pedestals and lighting.




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Jean Joseph
BUS OPERATOR OF THE QUARTER AWARD



